

African Oral Genealogy Glossary

Assigned Territory/Assigned Area - see exclusive territory.

Booklet/Family Booklet – see Printed Pedigree Booklets.

CAT – this acronym stands for **Contractor Audit Tool**. This is an app created by FamilySearch that contractors use to audit interviews. The CAT checks for interview quality and duplicate names and prompts the contractor to correct errors before the interview can be submitted to FamilySearch for payment. After interviews are run through the CAT the interview files must then be sent to the ROC in Ghana.

Checklist/QCP Checklist – a checklist is a written list of things that need to be checked and/or need to be done. QCP checklists are used by various contractor employees to make sure that they follow all the steps and complete all the necessary quality checks in their quality control process. Correctly using QCP checklists prevents and solves many problems with interview quality. FamilySearch strongly encourages all contractors to use QCP checklists as part of their quality control process so that their interviews will be high quality and pass quality audits.

Corruption/File Corruption – corruption, or file corruption, is when one or more of the files in an interview is damaged in a way that makes the file unusable. This usually happens when an interview is transferred from the phone, copied to the pen drive for submission to the ROC, or when the pen drive is not ejected properly from the computer.

Contractor – an organization hired by FamilySearch to collect oral genealogy interviews in Africa. Contractors hire and are responsible to train and manage field agents, field managers, data entry clerks, and data entry managers.

Contractor ID – a unique letter and numerical identifier for each contractor and field auditor (e.g. GH05, NG31, ZIA01, CDA04 etc). The contractor ID is provided to the contractor or field auditor by FamilySearch when they are hired.

Contractor Quality Dashboard – see Quality Dashboard.

Data Entry Clerk – the person that enters the informant's family names and information into the Legacy Family Tree program on a computer. This happens after the field agent has already recorded this information on the paper interview collection form during the interview with the informant. The data entry clerk uses the completed interview collection form to enter the information into Legacy.

Data Entry Manager – the person in charge of supervising the data entry clerk and quality checking their work.

DHL – a major shipping carrier that FamilySearch and its contractors use to ship USB drives to and from the Ghana ROC. Sometimes FamilySearch also uses DHL to send hardware to contractors.

DSV – a major shipping carrier that FamilySearch often uses in sending hardware to contractors.

Exclusive Territory – the geographical area contractually assigned to a contractor in which they alone can collect oral genealogy. No contractor is permitted to collect oral genealogy outside of their exclusive territory.

Fabrication – creating anything pertaining to an interview that isn't real or wasn't actually provided by the informant. This dishonest practice is unacceptable, and FamilySearch may terminate contractors who do not prevent their employees from fabricating interviews.

FAT – this acronym stands for **Field Audit Tool**. It is a mobile app created by FamilySearch. It is used by field auditors to conduct field audits of contractors.

FedEx - a major shipping carrier that FamilySearch sometimes uses in sending hardware to contractors.

Field Manager – the person in charge of supervising the field agent and quality checking their work.

Field Agent/Interviewer – the person hired by the contractor to interview informants. The field agent records their family names and information using the Oral Genealogies mobile app and the interview collection form.

Field Audit – a multi-day visit made by a Field Auditor to a contractor to conduct quality checks. The purpose of the field audit is to ensure that the contractor is complying with FamilySearch policies and processes, especially the contractor's quality control process. Contractors are contractually required to cooperate with FamilySearch field audits.

Field Auditor – an individual or organization hired by FamilySearch to visit contractors to conduct quality checks to ensure that the contractor is complying with FamilySearch policies and processes.

First Ancestor – the earliest known ancestor provided by the informant in an interview. Some information about the first ancestor is recorded in the Oral Genealogies Mobile App. The first ancestor should be the first name recorded on the interview collection form.

Field Manager – the person in charge of supervising the work done by a field agent and quality checking their work.

Handwritten Pedigree – see Interview Collection Form.

Hardware – the mobile phones, laptops, and scanner provided to contractors by FamilySearch for use in collecting oral genealogy.

Headquarters (HQ) Action Plan – a document emailed to a contractor by FamilySearch when the contractor has interview quality problems. The HQ Action Plan explains what the problem is and what the contractor needs to do to resolve it. The contractor is required to complete the necessary actions on the HQ Action Plan by a certain date (which is stated on document) and then report back to

FamilySearch. Failure to comply with HQ Action Plans may result in contractors being suspended or terminated.

Headquarters Audit – quality checks run by FamilySearch employees in the USA to identify and respond to problems with contractor interview quality.

Informant/Interviewee – the person who is interviewed by the field agent.

Interview Artifacts – the various files that together comprise a complete interview. This includes all photos, audio files, the Legacy file, the scanned PDF of the interview collection form, the metadata file, etc.

Interview Collection Form – the standardized paper form provided to the contractor by FamilySearch. The contractor prints out copies of the interview collection form for their field agents to use in interviews. The field agent records the informant's family information and the names provided by the informant during the interview on this form. The collection form is later taken to the contractor's office for data entry into Legacy and to be scanned so that the PDF of the collection form can be included in the interview submission.

Legacy Family Tree – the computer program into which the Data Entry Clerk enters the informant's family names and information. This creates a digital version of the information recorded on the interview collection form. The Legacy file is one of the interview artifacts required for submission to FamilySearch with each interview.

Legacy Master File – the Legacy Master File is a Legacy file provided to contractors by FamilySearch that is pre-loaded with African place names. Data Entry Clerks then copy this file to create the Legacy file for each interview. This makes it easier for data entry clerks to create the Legacy file for each interview.

Operations Manager – a FamilySearch employee responsible for training and supervising contractors. This is the contractor's main contact with FamilySearch.

Oral Genealogies Mobile Phone App – the mobile app which contractors download onto the phones provided to the contractor by FamilySearch. This app is used by field agents when interviewing informants to collect informant information, photos, audio recordings, first ancestor information, and the number of names captured in the interview.

Oral Genealogy – oral genealogies are unwritten family lineages or pedigrees recited from memory. In some parts of the world oral genealogies are a common way that family information is transmitted from generation to generation, especially when few written family records exist. The purpose of the African Oral Genealogy Project is to record and digitize oral genealogies from many African countries so they can be preserved for future generations. These records will enable millions of Africans to identify their ancestors and learn more about their families.

Padding – padding an interview means adding names to an interview which were not provided by the informant. Padding is one form of fabrication. This dishonest practice is unacceptable, and

FamilySearch may terminate contractors who do not prevent their employees from padding interviews.

Paper Collection Form/PDF – see Interview Collection Form.

Probation – contractors who are on probation currently have lower than acceptable interview quality. This could include having problems with padding, fabrication, and/or too many interviews failing the CAT, ROC, or HQ Audit for other reasons. FamilySearch gives contractors on probation some time to improve their interview quality but if the contractor continues to have low interview quality they may be terminated.

Process Control – a process control is a method used to ensure that a business or production process is doing what it was designed or intended to do. Process controls help ensure that the contractor's interview collection business produces high-quality, authentic interviews that pass all quality audits and are usable and useful to FamilySearch patrons.

Examples of process controls in a contractor's oral genealogy collection business could include [field managers](#) using a [QCP checklist](#) to check the interview collection form, visit with the informant, and check the mobile app data before transferring an interview. When field managers check on the field agents work in this way it teaches the field manager whether the field agent interview collection process is working properly or not. The use of data entry manager and production manager checklists to perform quality checks are also examples of a process control.

Production Manager – the person responsible for supervising field managers and data entry managers and quality checking their work.

Printed Pedigree Booklets – paper booklets printed from the completed Legacy file that contains the Family Tree of the informant. Contractors are contractually obligated to deliver the pedigree booklet to the informant.

Vendor Form – an official FamilySearch form that is provided to contractors by their operations manager during the recruitment process. Contractors then fill out and return the completed form to the operations manager. This form contains contractor business, contact, and banking information that is required so that FamilySearch's finance team can pay the contractor for the oral genealogies they produce.

Quality Dashboard – this dashboard is located on the FamilySearch Africa Oral Genealogies Wiki website: https://www.familysearch.org/en/wiki/AFOG:Contractor_Quality_Dashboard . Here contractors can see what percentage of their interviews have passed FamilySearch quality audits over the last 90 days and the last 365 days. They can also see if they are or are not currently on probation for poor quality. The dashboard is updated weekly.

QCP – This acronym stands for **Quality Control Process**. Every contractor is required to have and follow a documented quality control process that meets FamilySearch's criteria for acceptance. Ensuring that each employee in their organization closely follows their documented quality control process is the most effective way for contractors to prevent padding, fabrication, and other interview errors that will fail the CAT Audit, ROC Audit, HQ Audit, or Field Audit quality checks.

RAT – this acronym stands for **ROC Audit Tool**. This is an app created by FamilySearch that the ROC Auditors use as part of their interview audit process.

Rework – correcting interview errors or problems that caused an interview to fail the CAT Audit, ROC Audit, or HQ Audit. Whenever possible, contractors are strongly encouraged to rework failed interviews until they pass.

RIN - this acronym stands for **Record Identification Number**. This is a number written on the interview collection form that is a unique reference for that name. The Legacy file also has a RIN number for each individual in the interview.

ROC – an acronym for **Records Operations Center**. The ROC is located in Accra, Ghana and is the location where ROC Auditors audit the interviews submitted to FamilySearch by contractors. Whenever possible, interviews that fail the ROC Audit should be reworked and resubmitted to FamilySearch.

ROC Auditors – employees of FamilySearch who perform quality checks on oral genealogy interviews.

SBI – this acronym stands for **Self-Billing Invoice**. This is a weekly invoice generated by FamilySearch and emailed to contractors. When FamilySearch's Finance team runs the SBI it initiates the process of contractors being paid for submitted and passed interviews.

Scanner – an electronic device that contractors use to make a digital PDF file of the completed paper interview collection form for each interview. The PDF file is one of the required interview artifacts that must be submitted to FamilySearch for each interview. One high speed document scanner is provided to each contractor as part of their initial start up hardware after they sign an oral genealogy contract with FamilySearch.

Suspension/Suspended – Contractors who are suspended are temporarily unable to submit interviews to or receive SBIs from FamilySearch. Contractors are usually suspended because of interview quality problems; they may also be suspended for spending more than their allocated budget. FamilySearch will send contractors who are suspended a Headquarters Action Plan explaining what the contractor needs to do for the suspension to be lifted so that the contractor can resume submitting interviews to and receiving SBIs from FamilySearch.

The Field – the location where the field agent interviews the informant, and the field manager quality checks the field agent's work.

The Office – the location where the data entry clerk creates the Legacy file for the interview, the data entry manager checks their work, the interview collection form is scanned, and the interview has final quality checks and is prepared for submission to FamilySearch.

1990 Rule – a rule in FamilySearch's oral genealogy contracts that explains that FamilySearch will not pay contractors for the names of individuals in oral genealogy interviews who are born after the year 1989.